



PES & PES Energize Job Description

Job Title: Customer Service Representative (CSR)/ Billing Assistant

Direct Supervisor: Lead Customer Service Representative/Chief Financial Officer

Function: Under direction of the Lead CSR, perform any combination of duties required to establish, maintain, or correct customer accounts. Also, collect and process all customer payments. This employee will also perform tasks related to the accurate and efficient retrieval and documentation of meter data, and processing of customer bills. This employee will also be responsible for updating AMI data to facilitate an efficient AMI network.

Mission Statement

"PES will provide reliable, quality, competitive, and affordable service to our customers." Adopted November 2014 PES Board

Company Wide Requirements

Essential Tasks

1. Comply with and enforce all PES & PES Energize Safety Rules and Regulations.
2. Understand and uphold all PES & PES Energize Policies and Operational Practices.
3. Report all unsafe activities or situations to the Director of Safety and/or Human Resources.

Conduct

1. Represent PES & PES Energize to outside organizations and to the public in a positive and professional manner.

2. Function as a member of a work unit, maintaining an effective and cordial relationship with all other employees.
3. Maintain a commitment to excellence and promote the same commitment in coworkers.
4. Recognize and acknowledge our commitment to and the importance of all PES & PES Energize customers.
5. Recognize oneself as an integral part of the organization that requires active cooperation with all other departments and employees.

Abilities

1. Must be able to communicate effectively with customers in a positive and respectful business manner.
2. Must be capable of working extended hours as required. This includes but is not limited to periods of adverse weather.
3. Must be able to work without direct supervision.
4. Must be able to take instructions and understand directions.
5. Must be able to understand and promptly carry out, visual and written instructions.
6. Must be able to handle multiple projects simultaneously.
7. Must be able to do any other work assigned by the immediate or designated supervisor.

Licenses

1. Must possess a valid driver's License at the time of employment.
2. Must possess at the time of employment or obtain at a time designated by Pulaski Electric System, a valid Red Cross or equivalent certification of proficiency in adult CPR and first aid.

Education

1. High school diploma is required.

Position Specific Requirements

Essential Tasks

1. Receive, record, and reconcile all daily cash collections received over the counter, through the mail, or from local banks.
2. Prepare cash and checks for deposit.
3. Prepare daily reports.

4. Administer applications to establish, transfer or discontinue utility service(s).
5. Manage customer security deposits as required.
6. Review and evaluate account billing history as required.
7. Prepare service orders and coordinate work with all departments.
8. Facilitate all Electric and Energize billing function, including but not limited to; bill processing, adjustments, meter change orders, bad debt processing, Green Power Providers billing, high bill investigations and document retention.
9. Coordinate with the engineering department in order to obtain charges for new service connections and collect fees if appropriate.
10. Transfer service(s) as needed.
11. Prepare change of address records as needed.
12. Assist customers in understanding the various services and programs available including but not limited to Prepay and SmartHub.
13. Utilize and maintain AMI, billing and metering software, hardware and data to the benefit of PES and its customers.
14. Work closely with Meter Technicians.
15. Review and complete all open service orders initiated by Customer Service.
16. Attend training classes and seminars as required.

Abilities

1. Must be able to pay attention to the minute details of a project or task.
2. Must demonstrate basic math skills.
3. Must be able to efficiently utilize available work time.
4. Must be able to complete any training necessary to perform job functions.
5. Must be able to handle multiple projects simultaneously.
6. Must be able to take care of the customers' needs while following company procedures.
7. Must be able to find a solution for or to deal proactively with work-related problems.
8. Operate computer equipment and appropriate software; including but not limited to CIS, AMI, Tunes, Microsoft Excel and Word.
9. Must understand how a meter functions in order to accurately record energy use.
10. Must be methodical, well organized, and able to develop work plans and methods.

Licenses

1. No additional licenses are required.

Education

1. No additional education is required.

Physical Requirements

1. Must be able to stand, walk, sit, climb, balance, stoop, kneel or crawl.
2. Must be capable of lifting and carrying a weight of approximately 25 lbs.

PES Supplied Equipment

1. Keys:
 - a. Office Keys: "A" and FOB
 - b. Warehouse Keys: N/A
 - c. Essential Furniture Keys
 - d. Gate Keys: N/A
 - e. Gate Opener: N/A
2. ID Badge
3. Company Credit Card
4. PPE (Determined by the Director of Safety)
5. Operating Policies Manual
6. Emergency Action Plan
7. Safety Manual

Note: All equipment provided by PES to its employees is for the sole use of the employees. It is not intended for any of this material to be given out to the general public, friends or family. Any promotional items are distributed by PES Marketing Dept.

Statement of Position:

All duties and requirements listed in this job description are essential job functions. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any job related instructions and to perform all job related duties requested by his or her immediate or designated supervisor.

Updated: 05/02/2024